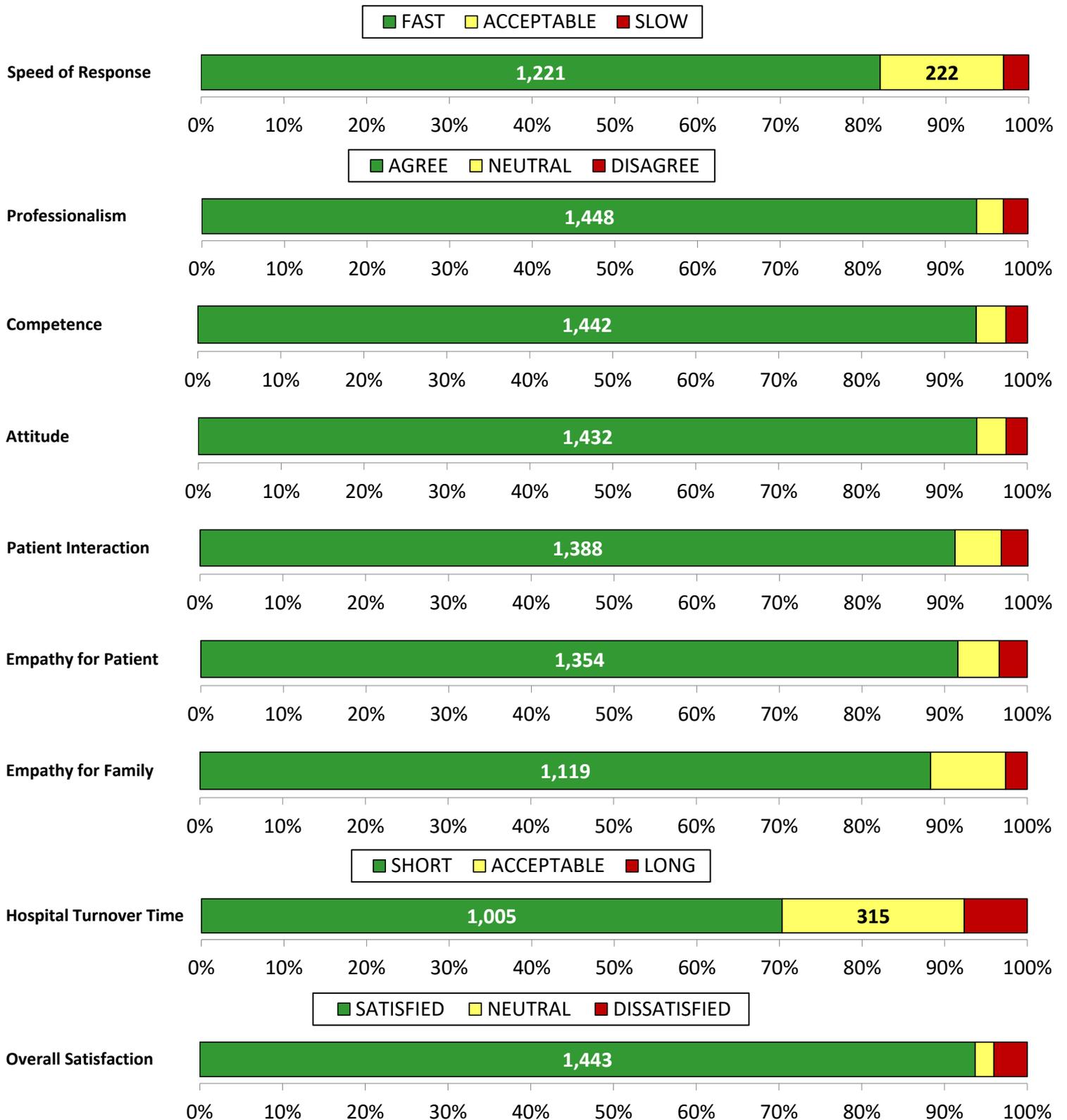


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

Patient Satisfaction Survey (FY 2021 Overview Results)

Number of Respondents = 1,697 (99% Confidence, 3.8% Error)

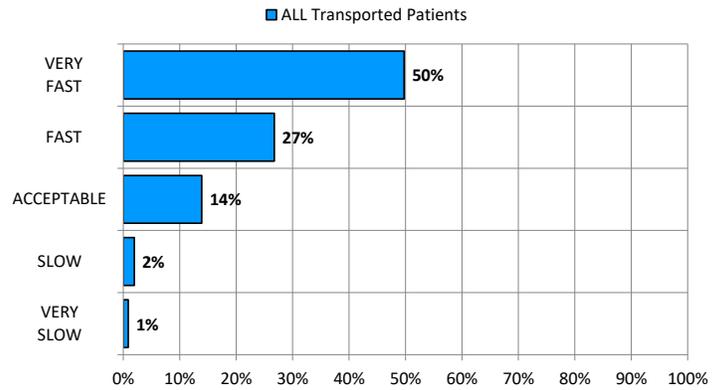
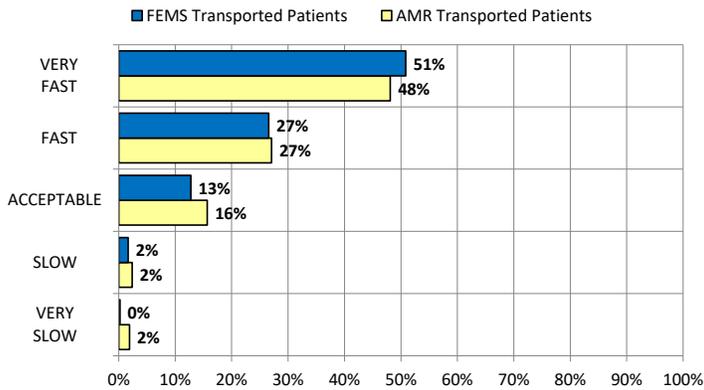


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

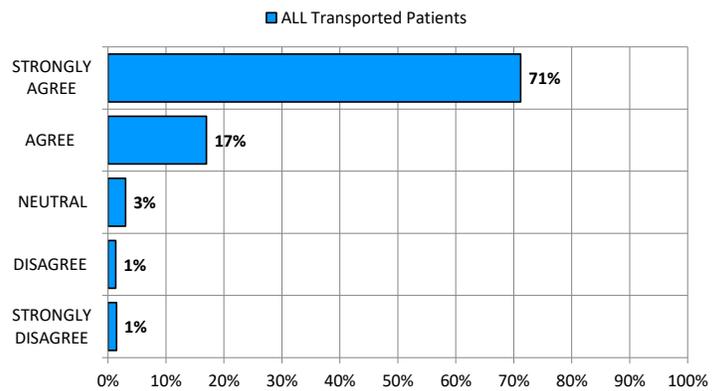
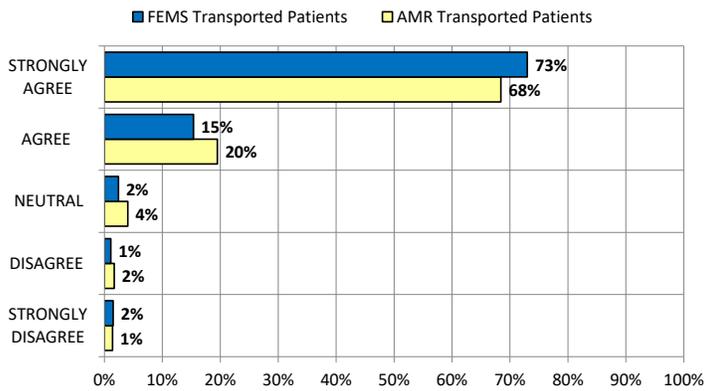
Patient Satisfaction Survey (FY 2021 Detailed Results)

Number of Respondents = 1,697 (99% Confidence, 3.8% Error)

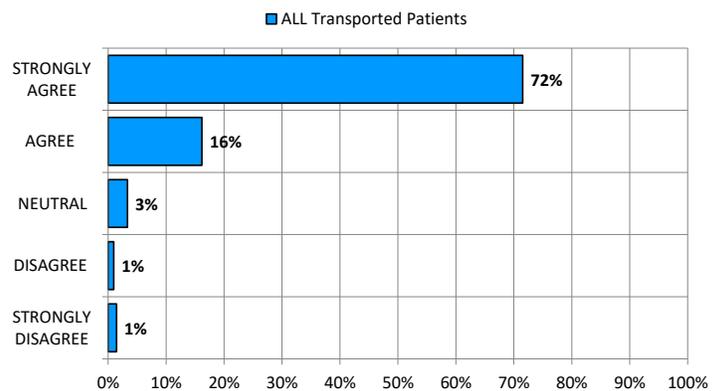
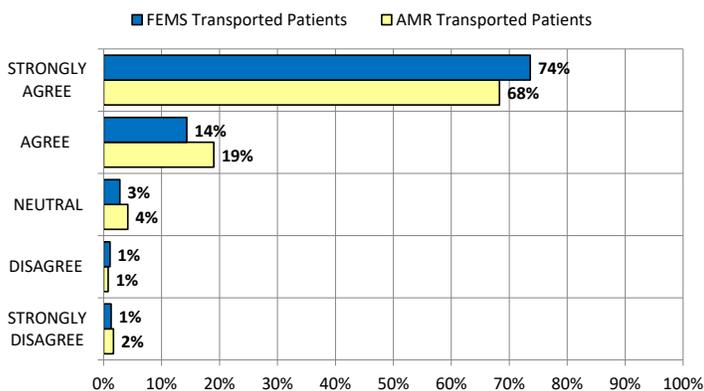
1. (Speed of Response) After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles?



2. (Professionalism) Did Fire and EMS personnel look and act professional?



3. (Competence) Did Fire and EMS personnel seem competent and knowledgeable performing their duties?

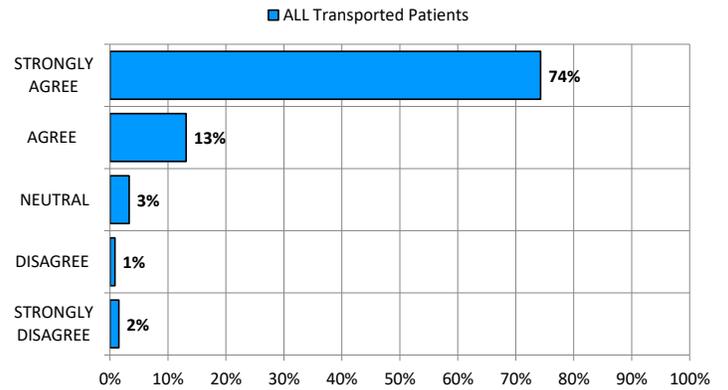
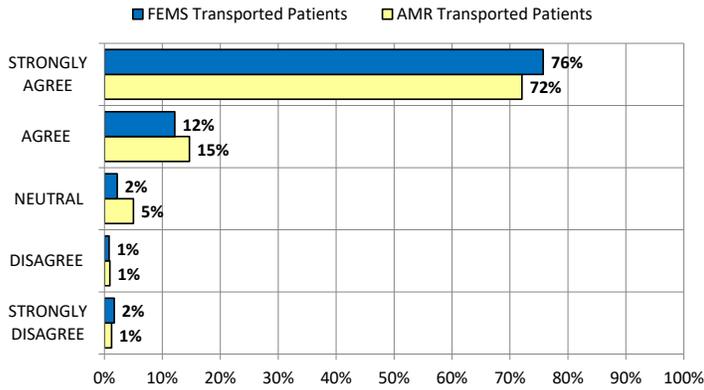


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

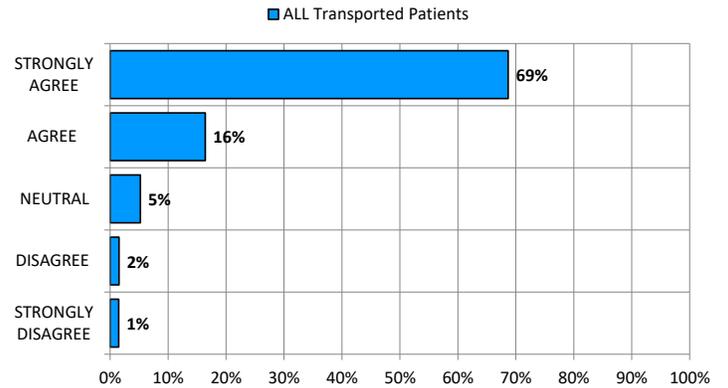
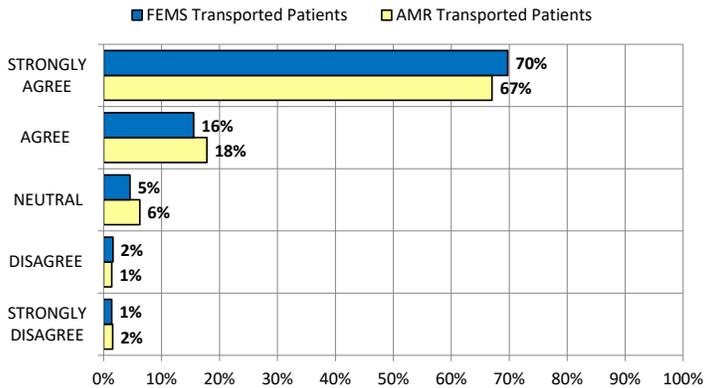
Patient Satisfaction Survey (FY 2021 Detailed Results)

Number of Respondents = 1,697 (99% Confidence, 3.8% Error)

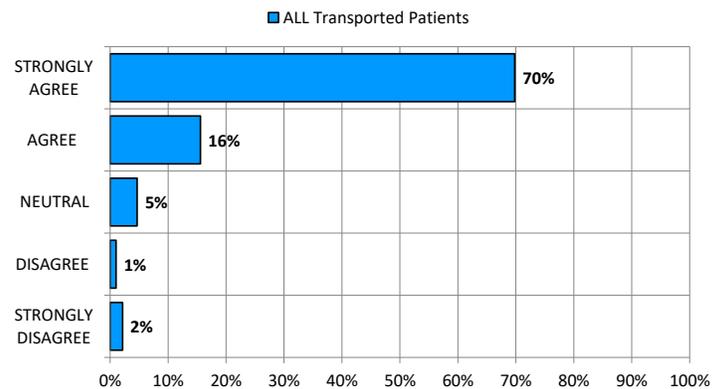
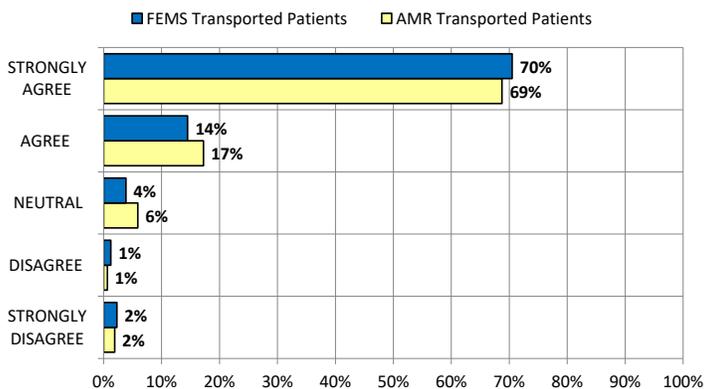
4. (Attitude) Did Fire and EMS personnel act courteous and respectful?



5. (Patient Interaction) Did Fire and EMS personnel keep you informed about what they were doing?



6. (Empathy for Patient) Did Fire and EMS personnel show concern about your comfort during transport to the hospital?

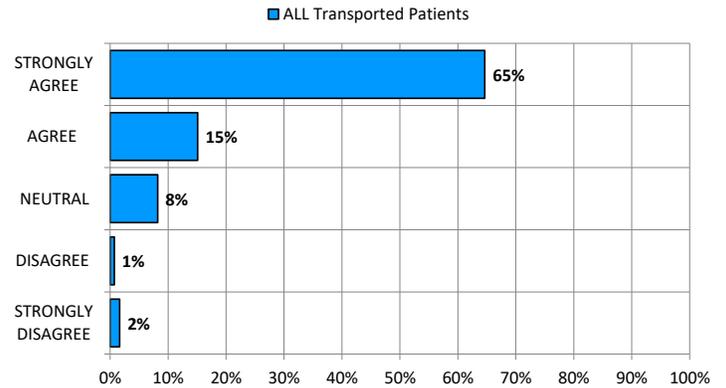
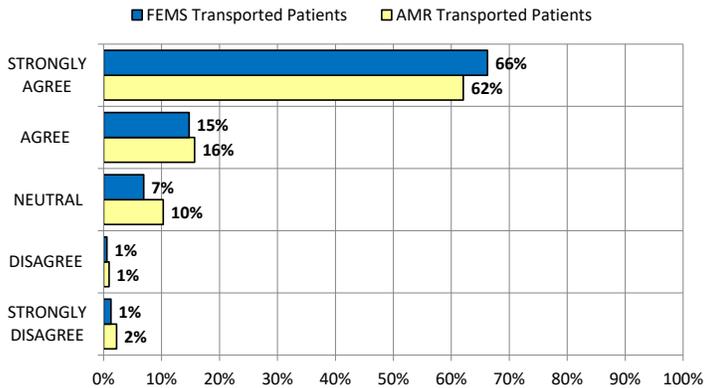


DISTRICT OF COLUMBIA FIRE AND EMS DEPARTMENT

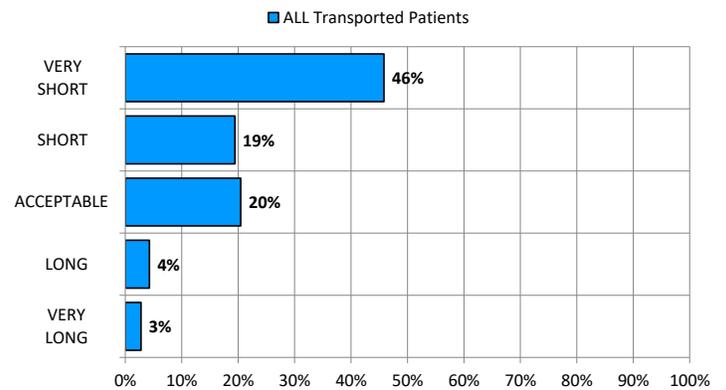
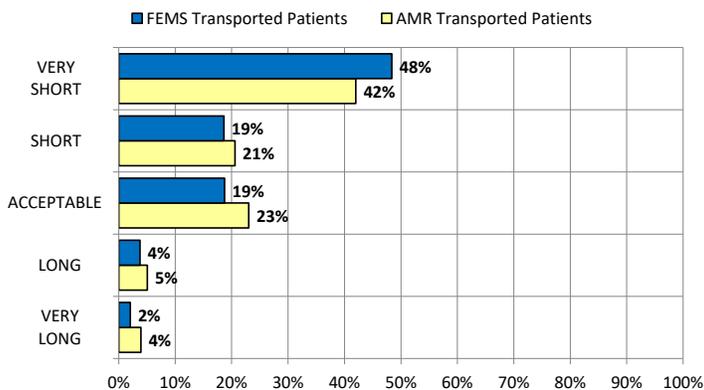
Patient Satisfaction Survey (FY 2021 Detailed Results)

Number of Respondents = 1,697 (99% Confidence, 3.8% Error)

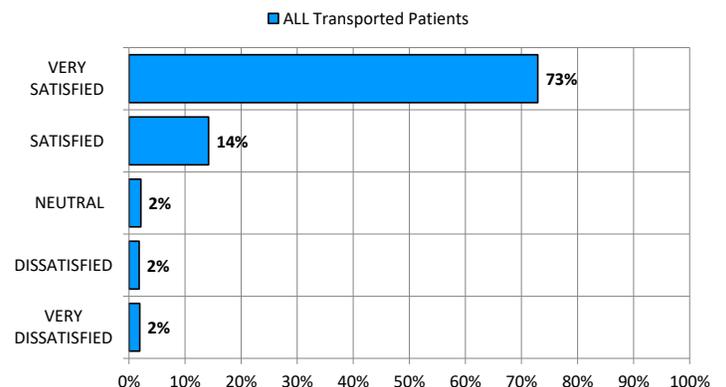
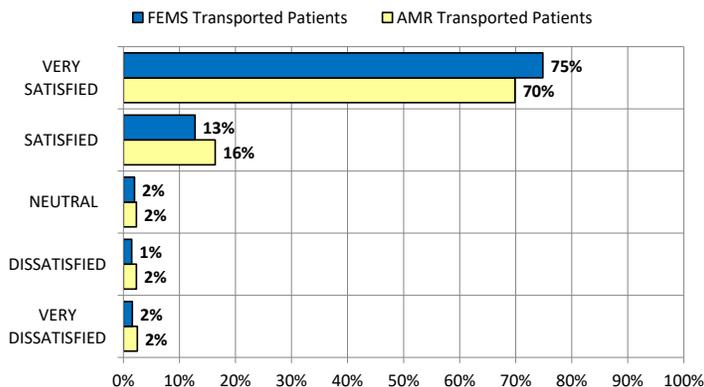
7. (Empathy for Family) Did Fire and EMS personnel show concern for your family members?



8. (Hospital Turnover Time) After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department?



9. (Overall Satisfaction) Overall, how satisfied were you with the services you received?



Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	14	1%
		2	SLOW	31	2%
		3	ACCEPTABLE	222	14%
		4	FAST	427	27%
		5	VERY FAST	794	50%
		6	CAN'T ANSWER	0	0%
		7	BLANK	108	7%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	24	1%
		2	DISAGREE	22	1%
		3	NEUTRAL	50	3%
		4	AGREE	279	17%
		5	STRONGLY AGREE	1,169	71%
		6	CAN'T ANSWER	0	0%
		7	BLANK	98	6%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	24	1%
		2	DISAGREE	16	1%
		3	NEUTRAL	55	3%
		4	AGREE	266	16%
		5	STRONGLY AGREE	1,176	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	107	7%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	25	2%
		2	DISAGREE	14	1%
		3	NEUTRAL	54	3%
		4	AGREE	215	13%
		5	STRONGLY AGREE	1,217	74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	113	7%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	24	1%
		2	DISAGREE	25	2%
		3	NEUTRAL	85	5%
		4	AGREE	268	16%
		5	STRONGLY AGREE	1,120	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	109	7%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	34	2%
		2	DISAGREE	16	1%
		3	NEUTRAL	74	5%
		4	AGREE	247	16%
		5	STRONGLY AGREE	1,107	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	108	7%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	23	2%
		2	DISAGREE	10	1%
		3	NEUTRAL	115	8%
		4	AGREE	212	15%
		5	STRONGLY AGREE	907	65%
		6	CAN'T ANSWER	0	0%
		7	BLANK	136	10%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	43	3%
		2	LONG	66	4%
		3	ACCEPTABLE	315	20%
		4	SHORT	299	19%
		5	VERY SHORT	706	46%
		6	CAN'T ANSWER	0	0%
		7	BLANK	111	7%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	32	2%
		2	DISSATISFIED	30	2%
		3	NEUTRAL	35	2%
		4	SATISFIED	235	14%
		5	VERY SATISFIED	1,208	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	117	7%
11	Comments included?	1	YES	777	46%
		2	NO	920	54%
12	Name included?	1	YES	1,640	97%
		2	NO	57	3%
13	Telephone number included?	1	YES	1,429	84%
		2	NO	268	16%
14	E-mail included?	1	YES	815	48%
		2	NO	882	52%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	2	0%
		2	SLOW	16	2%
		3	ACCEPTABLE	123	13%
		4	FAST	256	27%
		5	VERY FAST	490	51%
		6	CAN'T ANSWER	0	0%
		7	BLANK	77	8%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	15	2%
		2	DISAGREE	11	1%
		3	NEUTRAL	24	2%
		4	AGREE	153	15%
		5	STRONGLY AGREE	727	73%
		6	CAN'T ANSWER	0	0%
		7	BLANK	66	7%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	13	1%
		2	DISAGREE	11	1%
		3	NEUTRAL	28	3%
		4	AGREE	143	14%
		5	STRONGLY AGREE	734	74%
		6	CAN'T ANSWER	0	0%
		7	BLANK	68	7%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	17	2%
		2	DISAGREE	8	1%
		3	NEUTRAL	22	2%
		4	AGREE	121	12%
		5	STRONGLY AGREE	755	76%
		6	CAN'T ANSWER	0	0%
		7	BLANK	74	7%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	14	1%
		2	DISAGREE	16	2%
		3	NEUTRAL	45	5%
		4	AGREE	154	16%
		5	STRONGLY AGREE	691	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	71	7%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	22	2%
		2	DISAGREE	12	1%
		3	NEUTRAL	37	4%
		4	AGREE	139	14%
		5	STRONGLY AGREE	676	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	73	8%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	11	1%
		2	DISAGREE	5	1%
		3	NEUTRAL	60	7%
		4	AGREE	128	15%
		5	STRONGLY AGREE	575	66%
		6	CAN'T ANSWER	0	0%
		7	BLANK	89	10%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	19	2%
		2	LONG	35	4%
		3	ACCEPTABLE	174	19%
		4	SHORT	173	19%
		5	VERY SHORT	449	48%
		6	CAN'T ANSWER	0	0%
		7	BLANK	78	8%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	16	2%
		2	DISSATISFIED	15	1%
		3	NEUTRAL	20	2%
		4	SATISFIED	129	13%
		5	VERY SATISFIED	756	75%
		6	CAN'T ANSWER	0	0%
		7	BLANK	74	7%
11	Comments included?	1	YES	488	47%
		2	NO	550	53%
12	Name included?	1	YES	997	96%
		2	NO	41	4%
13	Telephone number included?	1	YES	889	86%
		2	NO	149	14%
14	E-mail included?	1	YES	536	52%
		2	NO	502	48%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2 Category Scorecard	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) <i>Speed of Response?</i>	1	VERY SLOW	12	2%
		2	SLOW	15	2%
		3	ACCEPTABLE	99	16%
		4	FAST	171	27%
		5	VERY FAST	304	48%
		6	CAN'T ANSWER	0	0%
		7	BLANK	31	5%
3 Category Scorecard	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) <i>Professional Crew?</i>	1	STRONGLY DISAGREE	9	1%
		2	DISAGREE	11	2%
		3	NEUTRAL	26	4%
		4	AGREE	126	20%
		5	STRONGLY AGREE	442	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	32	5%
4 Category Scorecard	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) <i>Competent Crew?</i>	1	STRONGLY DISAGREE	11	2%
		2	DISAGREE	5	1%
		3	NEUTRAL	27	4%
		4	AGREE	123	19%
		5	STRONGLY AGREE	442	68%
		6	CAN'T ANSWER	0	0%
		7	BLANK	39	6%
5 Category Scorecard	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) <i>Good Crew Attitude?</i>	1	STRONGLY DISAGREE	8	1%
		2	DISAGREE	6	1%
		3	NEUTRAL	32	5%
		4	AGREE	94	15%
		5	STRONGLY AGREE	462	72%
		6	CAN'T ANSWER	0	0%
		7	BLANK	39	6%
6 Category Scorecard	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) <i>Good Crew/Patient Interaction?</i>	1	STRONGLY DISAGREE	10	2%
		2	DISAGREE	9	1%
		3	NEUTRAL	40	6%
		4	AGREE	114	18%
		5	STRONGLY AGREE	429	67%
		6	CAN'T ANSWER	0	0%
		7	BLANK	38	6%
7 Category Scorecard	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) <i>Good Crew Empathy for Patient?</i>	1	STRONGLY DISAGREE	12	2%
		2	DISAGREE	4	1%
		3	NEUTRAL	37	6%
		4	AGREE	108	17%
		5	STRONGLY AGREE	431	69%
		6	CAN'T ANSWER	0	0%
		7	BLANK	35	6%
8 Category Scorecard	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) <i>Good Crew Empathy for Family?</i>	1	STRONGLY DISAGREE	12	2%
		2	DISAGREE	5	1%
		3	NEUTRAL	55	10%
		4	AGREE	84	16%
		5	STRONGLY AGREE	332	62%
		6	CAN'T ANSWER	0	0%
		7	BLANK	47	9%
9 Category Scorecard	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) <i>Speed of Patient Turnover at Hospital?</i>	1	VERY LONG	24	4%
		2	LONG	31	5%
		3	ACCEPTABLE	141	23%
		4	SHORT	126	21%
		5	VERY SHORT	257	42%
		6	CAN'T ANSWER	0	0%
		7	BLANK	33	5%
10 Category Scorecard	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) <i>Overall Satisfaction with Service?</i>	1	VERY DISSATISFIED	16	2%
		2	DISSATISFIED	15	2%
		3	NEUTRAL	15	2%
		4	SATISFIED	106	16%
		5	VERY SATISFIED	452	70%
		6	CAN'T ANSWER	0	0%
		7	BLANK	43	7%
11	Comments included?	1	YES	289	44%
		2	NO	370	56%
12	Name included?	1	YES	643	98%
		2	NO	16	2%
13	Telephone number included?	1	YES	540	82%
		2	NO	119	18%
14	E-mail included?	1	YES	279	42%
		2	NO	380	58%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	45	3%
		3	ACCEPTABLE	222	15%
		4,5	FAST	1,221	82%
		6,7	EXCLUDED	108	7%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	46	3%
		3	NEUTRAL	50	3%
		4,5	AGREE	1,448	94%
		6,7	EXCLUDED	98	6%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	40	3%
		3	NEUTRAL	55	4%
		4,5	AGREE	1,442	94%
		6,7	EXCLUDED	107	7%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	39	3%
		3	NEUTRAL	54	4%
		4,5	AGREE	1,432	94%
		6,7	EXCLUDED	113	7%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	49	3%
		3	NEUTRAL	85	6%
		4,5	AGREE	1,388	91%
		6,7	EXCLUDED	109	7%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	50	3%
		3	NEUTRAL	74	5%
		4,5	AGREE	1,354	92%
		6,7	EXCLUDED	108	7%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	33	3%
		3	NEUTRAL	115	9%
		4,5	AGREE	1,119	88%
		6,7	EXCLUDED	136	10%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	109	8%
		3	ACCEPTABLE	315	22%
		4,5	SHORT	1,005	70%
		6,7	EXCLUDED	111	7%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	62	4%
		3	NEUTRAL	35	2%
		4,5	SATISFIED	1,443	94%
		6,7	EXCLUDED	117	7%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	97	6%
		4,5	SATISFIED	1,443	94%
		6,7	EXCLUDED	117	7%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	18	2%
		3	ACCEPTABLE	123	14%
		4,5	FAST	746	84%
		6,7	EXCLUDED	77	8%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	26	3%
		3	NEUTRAL	24	3%
		4,5	AGREE	880	95%
		6,7	EXCLUDED	66	7%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	24	3%
		3	NEUTRAL	28	3%
		4,5	AGREE	877	94%
		6,7	EXCLUDED	68	7%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	25	3%
		3	NEUTRAL	22	2%
		4,5	AGREE	876	95%
		6,7	EXCLUDED	74	7%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	30	3%
		3	NEUTRAL	45	5%
		4,5	AGREE	845	92%
		6,7	EXCLUDED	71	7%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	34	4%
		3	NEUTRAL	37	4%
		4,5	AGREE	815	92%
		6,7	EXCLUDED	73	8%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	16	2%
		3	NEUTRAL	60	8%
		4,5	AGREE	703	90%
		6,7	EXCLUDED	89	10%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	54	6%
		3	ACCEPTABLE	174	20%
		4,5	SHORT	622	73%
		6,7	EXCLUDED	78	8%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	31	3%
		3	NEUTRAL	20	2%
		4,5	SATISFIED	885	95%
		6,7	EXCLUDED	74	7%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	51	5%
		4,5	SATISFIED	885	95%
		6,7	EXCLUDED	74	7%

Data Measure #	Description of Patient Survey Questions and Observations	Data Sub Category Measure #	Data Sub Category Measure Description	Count of Patient Survey Record Entries	% Count of Patient Survey Record Entries
2	After the 911 call was placed, how would you rate the response time of Fire and EMS emergency vehicles? (OVERALL RESPONSE TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Response?</i>	1,2	SLOW	27	4%
		3	ACCEPTABLE	99	16%
		4,5	FAST	475	79%
		6,7	EXCLUDED	31	5%
3	Did Fire and EMS personnel look and act professional? (CREW PROFESSIONALISM) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Professional Crew?</i>	1,2	DISAGREE	20	3%
		3	NEUTRAL	26	4%
		4,5	AGREE	568	93%
		6,7	EXCLUDED	32	5%
4	Did Fire and EMS personnel seem competent and knowledgeable performing their duties? (CREW COMPETENCE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Competent Crew?</i>	1,2	DISAGREE	16	3%
		3	NEUTRAL	27	4%
		4,5	AGREE	565	93%
		6,7	EXCLUDED	39	6%
5	Did Fire and EMS personnel act courteous and respectful? (CREW ATTITUDE) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Attitude?</i>	1,2	DISAGREE	14	2%
		3	NEUTRAL	32	5%
		4,5	AGREE	556	92%
		6,7	EXCLUDED	39	6%
6	Did Fire and EMS personnel keep you informed about what they were doing? (CREW INTERACTION WITH PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew/Patient Interaction?</i>	1,2	DISAGREE	19	3%
		3	NEUTRAL	40	7%
		4,5	AGREE	543	90%
		6,7	EXCLUDED	38	6%
7	Did Fire and EMS personnel show concern about your comfort during transport to the hospital? (CREW EMPATHY FOR PATIENT) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Patient?</i>	1,2	DISAGREE	16	3%
		3	NEUTRAL	37	6%
		4,5	AGREE	539	91%
		6,7	EXCLUDED	35	6%
8	Did fire and EMS personnel show concern for your family members? (CREW EMPATHY FOR FAMILY) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Good Crew Empathy for Family?</i>	1,2	DISAGREE	17	3%
		3	NEUTRAL	55	11%
		4,5	AGREE	416	85%
		6,7	EXCLUDED	47	9%
9	After being brought inside the hospital, how would you describe the length of time you spent waiting to be moved from the ambulance stretcher to the treatment area or waiting room of the emergency department? (PATIENT TURNOVER TIME) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Speed of Patient Turnover at Hospital?</i>	1,2	LONG	55	9%
		3	ACCEPTABLE	141	24%
		4,5	SHORT	383	66%
		6,7	EXCLUDED	33	5%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 3 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2	DISSATISFIED	31	5%
		3	NEUTRAL	15	2%
		4,5	SATISFIED	558	92%
		6,7	EXCLUDED	43	7%
10	Overall, how satisfied were you with the services you received? (OVERALL SATISFACTION) 2 Category (Collapsed), "EXCLUDED" not counted. <i>Overall Satisfaction with Service?</i>	1,2,3	OTHER THAN SATISFIED	46	8%
		4,5	SATISFIED	558	92%
		6,7	EXCLUDED	43	7%